

# Benefits for Liberty Mutual policyholders

Convenience and added value are part of every policy. Liberty Mutual will simplify your life with the following benefits and services:

## **12 Month Policies**

With Liberty Mutual, you never have to worry about potential rate increases after just six months because your policy premium covers one full year!

## **24-hour Claims Assistance**

When you need to report a claim, you can call or [click](#) 24 hours a day, seven days a week. Call 800-2CLAIMS (800-225-2467). Hearing impaired customers who use a TTY device can contact 800-243-9801.

## **Accident Forgiveness**

You do everything you can to be a responsible driver. But accidents can happen. So Liberty Mutual won't raise your premium following your first accident. That means, as a qualifying customer, you can save an average of \$345.00!

As a Liberty Mutual customer, your premium won't increase following your first accident. To qualify, you must be accident-free for five years, and have not received a driving violation for the past three years. Accident Forgiveness coverage is subject to terms and conditions of Liberty Mutual's underwriting guidelines, and varies by state.

*Average savings for qualifying customers whose accident is forgiven.*

## **After-hours Policy Services**

When you need policy information, answers to billing questions or assistance with policy changes after normal business hours, our Customer Response Center will help you. Call 800-526-1547 7AM to 11PM, Monday through Saturday, and 9AM to 7PM on Sundays, Eastern Time. (Our hearing impaired customers who use a TTY device can call 800-243-9801). Or, if you prefer to make changes to your policy yourself, you can [service your policy on-line](#).

## **Car Windshield Repair Services**

If you have comprehensive or glass coverage and your windshield or other safety glass is damaged, fixing it is simple. We have an extensive network of glass replacement facilities available and the repair can be completed at your home, place of employment, or other convenient location. The glass company will bill us directly, helping to keep this a hassle free event for you. We even guarantee the quality repair. If you do not need a referral, we can work with your preferred glass replacement shop.

## **Convenient Car Rental Service**

If you have purchased rental coverage, Liberty Mutual, through a partnership with Enterprise Rent-A-Car, can arrange a replacement vehicle for you.

## **Emergency Roadside Assistance\***

With every policy, we provide emergency roadside assistance. 24 hours a day, 7 days a week, have peace of mind that you will get the help you need- whenever and wherever you may be in the United States and Canada. Call 800-426-9898.

Liberty Mutual offers discounts to all ECU employees on home and auto insurance. For a no obligation quote contact Joey Doom or Jeff Creech at 859-223-1313 or 1-800-852-4419.